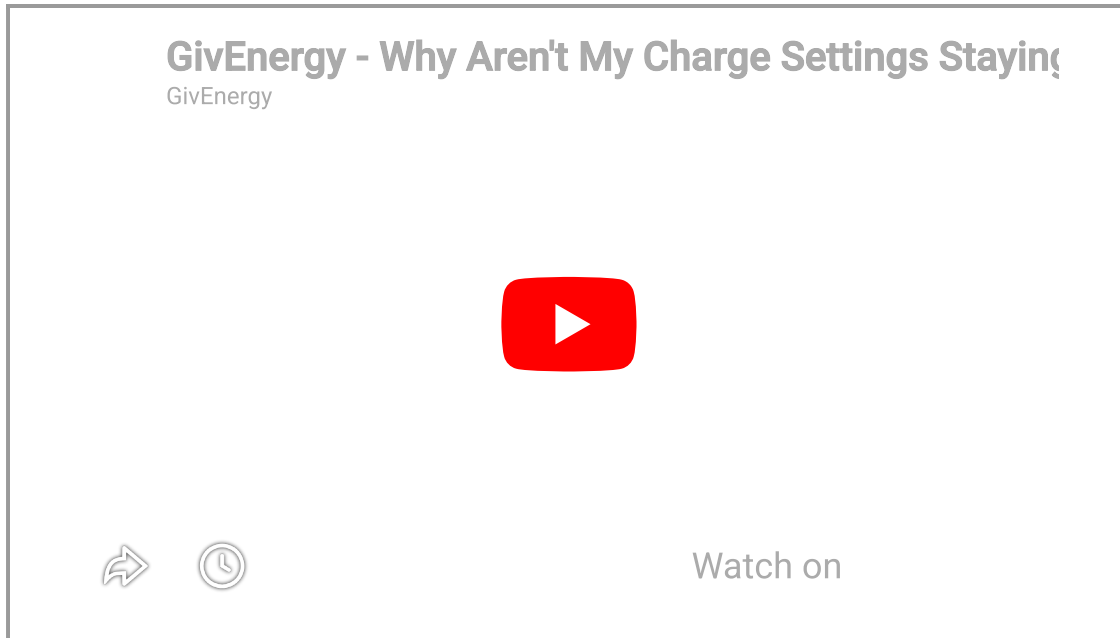


# Why Are My Charge Settings Changing Themselves?



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# Overview

Your GivEnergy system is designed to operate according to your home's demand, tariff schedule, and automation rules. If your system's settings appear to change automatically without your input, it may indicate that an external API or automation is controlling your inverter.

This guide explains how to identify, trace, and resolve unwanted settings changes.

# Symptoms

- Settings change back automatically without user input.
- Manual configuration changes don't persist.
- System behaviour doesn't match configured charge/discharge times or modes.

These are typically caused by **third-party integrations (APIs)** such as tariff-linked automations or smart home applications.

# Check for API Activity in the Portal

1. Log in to your GivEnergy Cloud account at [givenergy.cloud](https://givenergy.cloud).
2. Navigate to your inverter's **Remote Control** page using this template:  
<https://givenergy.cloud/inverter/INVERTER/remote-control>  
Replace **INVERTER** with your inverter's serial number (found on a sticker on the unit).
3. Alternatively, go to **My Inverters** → click the **cog wheel** icon next to your inverter.
4. Scroll to the bottom of the **Remote Control** page to view the **Control Logs**.

The screenshot displays the GivEnergy dashboard interface. On the left is a large image of a GivEnergy battery unit. The main content area is divided into two columns of settings:

- GENERAL** (selected):
  - Inverter Model:** GIV-3HY-11
  - Software Version:** DA0.009-DD0.009-A0.009
  - Wi-Fi Serial:** WT2343G089
  - Battery Type:** Lithium-ion
  - Battery Capacity:** 52 Ah | 20.37 kWh | (6 Packs)
- Other Settings:**
  - Last Software Update:** 2025-10-18 13:38:15
  - Last Online Time:** 2025-10-22 10:53:06
  - Warranty Expiry Date:** 2036-08-13
  - Commission Date:** 2024-04-12

At the bottom left, there are three summary cards: **Energy Today** (21.6kWh), **Energy Total** (16.4MWh), and **Power Now** (610W). The top right navigation bar contains several icons, with a red circle and arrow highlighting the settings icon.

**Tip:** The **VIA** column indicates how a change was made. If it lists **API**, the change was made by an external integration. Adjust the date range if needed.

## Identify the Source of the API

If changes are logged as “via API”, the source is likely one of the following:

- **Tariff provider integration** (e.g., Octopus Energy Smart Tariff).
- **Third-party automation platforms** such as Home Assistant or GivTCP.

To stop unwanted changes:

- Contact the provider or service controlling the API.
- Request that the automation or integration be disabled or removed.

Remote Control History  Show Raw Values Search

Time	User	Register	Message	Previous Value	Value Sent	Response	Via
2025-10-22 10:50:58		Enable Force Charge	Written Successfully	true	false	false	API - Inverter Presets
2025-10-22 10:50:57		Enable AC Charge	Written Successfully	true	false	false	API - Inverter Presets
2025-10-22 10:50:15		Enable Force Charge	Written Successfully	false	true	true	App - Inverter Settings - Timed Charge
2025-10-22 10:50:14		Enable AC Charge	Written Successfully	false	true	true	App - Inverter Settings - Timed Charge
2025-10-22 06:43:59		Enable Force Charge	Written Successfully	true	false	false	API - Inverter Presets
2025-10-22 06:43:59		Enable AC Charge	Written Successfully	true	false	false	API - Inverter Presets
2025-10-22 06:43:41		Enable Force Charge	Written Successfully	false	true	true	App - Inverter Settings - Timed Charge
2025-10-22 06:43:40		Enable AC Charge	Written Successfully	false	true	true	App - Inverter Settings - Timed Charge
2025-10-22 06:26:57		Enable AC Charge	Written Successfully	true	false	false	API - Inverter Presets
2025-10-22 06:26:57		Enable Force Charge	Written Successfully	true	false	false	API - Inverter Presets
2025-10-22 06:26:34		Enable Force Charge	Written Successfully	false	true	true	App - Inverter Settings - Timed Charge
2025-10-22 06:26:33		Enable AC Charge	Written Successfully	false	true	true	App - Inverter Settings - Timed Charge
2025-10-22 05:53:58		Enable AC Charge	Written Successfully	true	false	false	API - Inverter Presets
2025-10-22 05:53:01		Enable Force Charge	Written Successfully	true	false	false	API - Inverter Presets
2025-10-22 05:52:05		Enable Force Charge	Written Successfully	false	true	true	App - Inverter Settings - Timed Charge

Filter Errors  
 Filter Same Value Responses  
 Server & User Commands  Server Commands Only  User Commands Only  
 Reads & Writes  Reads Only  Writes Only  
 24 Hrs  7 Days  14 Days  1 Month  All-time

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## Check for “SERVER” in the Logs

### 1. GivEnergy Platform Automation

If the **VIA** column lists **SERVER**, you may have an active **Smart Tariff Automation** set up.

1. Go to your **Dashboard** → **Smart Tariff card**.
2. Check that no automations are populated or enabled.
3. Disable any active Smart Tariff settings to prevent further automated changes.

### 2. Local Device Control

If no Smart Tariff is active, **SERVER** may represent a local change made by your inverter — usually from a connected app or local integration.

Common examples include:

- Home Assistant or GivTCP installations.
- Third-party apps on local devices (e.g. Raspberry Pi or smart hub).

## Review Linked API Tokens

1. Visit your [Account Security](#) page.
2. Scroll to the **Connected Services** section to see all linked API tokens.

Each entry lists an API token and provider name. For example:

Connected service: Octopus Energy

Token: Active

Remove or disable any unwanted connected services. If you find a service you recognise, contact that provider to confirm or deactivate the link.

**Account Security Settings**

**SSO De-Link**  
Click below to remove the link between this account and its SSO Identity. The user will need to re-migrate to an SSO identity to continue accessing the portal

**DE-LINK SSO IDENTITY**

**Connected Services**  
Manage the services you have connected to your account.

**1** You may revoke access to any of the services below by clicking the icon to the right.  
If a service has generated multiple tokens for your account, revoking access will delete all tokens associated with it

Search 🔍

**Octopus**  
Linked at: 2025-03-11 13:55:28  
This service has the following permissions:

- Full control over everything available in the GivEnergy API

and has tokens with the following names:

- Unnamed token

**Account Permissions** ✔ Has All Permissions

**UPDATE**

**Delegate Access**  
Delegate accounts are special accounts that can login and perform actions on your behalf using their own credentials

Username	Email Address	Date Created	Actions
No data available			

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## Contact Support

If you still can't identify the source of the automation or it continues to change settings:

 [support@givenergy.co.uk](mailto:support@givenergy.co.uk)

Include the following details in your email:

- Your inverter serial number.

- Screenshots of the **Control Logs** showing API or SERVER activity.
- Any known third-party integrations (tariff providers, automation apps, etc.).

Our team will review your account and advise on next steps to restore full manual control.

<https://givenergy2025.zohodesk.eu/portal/en/kb/articles/troubleshooting-unprompted-settings-changes>